

Qwest Reservationless FAQ's

Reservationless is an on demand audio conferencing service that lets you conference with 3 to 99 participants at anytime and anywhere in complete confidence.

Q. How long does it take to set up conferences?

A. Registering for Reservationless conferencing takes about three business days. Once the account is set up, you can use the account on demand. Passcode and Operator assisted conferencing usually takes about 30 minutes to set up the call.

Q. How much does it cost to use audio conferencing?

A. Rates are posted on the ITS Products and Services web site.

<http://its.utah.gov/productsservices/voiceprods/moreteleservice/QwestConferencingUserGuide.pdf>

Q. How is Reservationless conferencing billed?

A. Each call is detailed on the monthly telephone bill from ITS, including the time that each participant was on the call. The date and time of the call are indicated and the total cost of each individual call.

Q. What happens if I don't press *9* to disconnect the call?

A. Most of the time this will not be a problem. However, on occasion lines don't fully disconnect and remain active on the conference call after everyone else has disconnected. For security reasons however, it is recommended that the host always press *9* before disconnecting from the Reservationless number if he does not want anyone to remain in the room after he/she disconnects.

Q. I am the host and entered my PIN code but I am still listening to music?

A. The host must press the * key on their telephone keypad before and after the pin code (for example, *1234*). The system will only hear what is entered in between *'s, therefore the first * should be pressed firmly. If you still cannot enter the room after entering the correct sequence, the PIN code you have might not be the same one as the one in our system. Contact 800-860-8000 to reach customer service.

Q. I am a participant, why do I hear music?

A. Participants are placed on music hold until the moderator of the call has opened the conference. If you hear music, the moderator has not opened the conference, once the moderator has opened the conference, you will be placed into the meeting room.

Q. What if I forget my PIN number?

A. Call 800-860-8000 (option 3) for Customer Service. After verifying the identity of the chairperson, they will provide you with your PIN number.

Q. There is noise, music, or echo in my conference. Who can help me with that?

- A. Noise in the conference can come from a variety of sources. Cell phones and speakerphones are a common culprit. Another common source of the problem could be a bad line connection from one of the callers. As the host you might want to ask your participants to pick up the receiver if they are on a speaker phone, dial in on a land line if they are on a cell phone, or have the participant hang up and dial back in again. If the noise began right after a particular participant entered the conference room, you can pres *2* to disconnect that last incoming line. Individual participants with noise on their line can activate self-mute, by dialing *6*.

You may also contact customer support (*10*) for further assistance in isolating the offending line.

Q. How do I get my own Reservationless number?

- A. Contact the ITS Telecom Order Desk 801-538-3002.

Q. Can the participants talk to each other before the Host dials in for the conference?

- A. Anyone who dials in before the moderator will be in a “waiting room” listening to music until the moderator opens access to the room. The participants will not be able to hear each other or know if anyone else is waiting as well.

Q. How many people can participate in a Reservationless conference call?

- A. Each account can handle up to 100 participants.

Q. Do I need to make a reservation?

- A. No, you can use your Reservationless number at anytime 24x7. There is no need to make a reservation once your account is activated.

Q. How do I dial-out to an international party?

- A. You can dial-out to an international participant from the Reservationless conference room: to another country: Pres *011 + country code + area code + telephone number*.

To dial-out to a domestic participant just enter *1 + area code + telephone number*.

Q. If the host of the conference disconnects will that automatically disconnect everyone else?

- A. No, it will not. If the moderator does not press *9* before disconnecting, then anyone who stays on the line will be able to continue with the conference call.

Q. Is someone available if I have problems during a call?

- A. Yes, press *10* you will be connected to customer support.



Q. For security reasons I need to change my PIN code, how do I do that?

A. Changing the PIN code is very simple. Contact customer service at 800-860-8000.

Q. How do I increase the security on my conference? I don't want certain people to be a part of this particular meeting.

A. To increase the security in a particular meeting you might want to enter the Reservationless conference room but keep the door closed and let each participant in one at a time. To do this, enter *PIN + 7* to enter the conference but keep the door closed. To let each participant in one at a time press *1*. To disconnect the last incoming participant press *2*.

For even further security, you might choose to greet your participants in a private greeting room before allowing them access to the conference. To do this you will first enter the conference room and close the door by entering *PIN + 7*.

To move yourself to the private greeting room, press *0*. From the greeting room you can greet each participant one at a time by entering *1*. If this participant is someone you want in your conference simply press *1*. If this participant was not invited to the conference you can press *2* to disconnect them. To return to the main Reservationless conference room, press *0* again.